

AUTOMATIC DETECTING WHEN AN AGENT IS AVAILABLE

ABSTRACT OF THE DISCLOSURE

5 An arrangement is provided for enhancing the operational capabilities of a call center
by automatically detecting when an agent is available. When an agent answers a routed call,
corresponding to a call-back request, the agent enters an agent ID, representing the agent.
The entered agent ID is encoded into DTMF tones. A telephony server detects the DTMF
tones.

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